

North Country Hub

Policies and Procedures

Located at Van Lieu Park Wilson Rd. Central Square, NY

Mission Statement

The North Country Hub is an initiative of Restore CNY that provides a welcoming, structured and safe environment for local teens to play games, spend time with friends, receive homework assistance and socialize. The NC Hub also hosts family events as well as various camps and seminars for school vacation and holidays.

Features:

- table games
- media room
- fitness center
- art center
- homework help
- open kitchen
- recreational trails
- outdoor fields
- counseling
- family events
- life skills training
- large meeting room (available for private rentals)

Membership/Fees:

The NC Hub runs on a suggested donation platform. Monthly donations from local businesses and individuals, facility rental as well as fundraising events make this possible.

Dear Parents,

The Staff of the North Country Hub would like to welcome your child as a member of the Teen Center. To ensure that your child is able to get the most out of their membership please review the information in this packet. The NC Hub Policies and Procedures Manual includes facility information, procedures as well as what teens and parents can expect. Included in this manual are rules and expectations for NC Hub members. Please review these with your child before they attend the program. The policies in this manual come into effect as soon as your child is registered as a member. For further information or questions about the contents of this manual, please see a staff member or contact the director.

Eligibility

The NC Hub is available for students grade 6th – 12th in the Central Square School District. Family Events and camps will be open ages as specified.

The Facility

The NC Hub is located in Van Lieu Park in Central Square. The Teen Center staff supervises members only when they are within the Hub facility and when activities are being run outside. Students are able to check in and check out at will. We expect all program participants to be responsible for themselves when they are outside the facility such as the parking lot, the park or other surrounding areas.

Hours of Operation

Drop-In Program Monday - Friday: 2:45pm-6:00pm

Weekends – variety of family events

The NC Hub will follow the Central Square Calendar. When school is closed for snow, the Hub will close as well. During delays we will operate at normal time. Information about various camps and drop-in over breaks will be made available on the website and through social media.

Drop off and Pickup

All members must check themselves in with their Hub ID card when they arrive and check out when they leave prior to closing. Staff does not monitor member entry and exit. Because the Hub accommodates older students, staff expects a certain level of responsibility from students. They are expected to know their parents' expectations for entry and departure and be responsible for contacting them when necessary. Please make sure your child knows where they are to be picked up if it is at a location other than this at the end of the night. Staff will not leave students unattended at the end of the night, but please be respectful and be on time for pick-up.

Food

There is a kitchen available for students at the Hub to prepare simple snacks and meals. It is expected that anyone utilizing the kitchen clean up after themselves. Failure to do so may result in loss of kitchen privileges. We will have food and drinks for the kids and outside food is permitted to come into the building. Weekly we will have life skills training where youth are able to prepare a family style dinner for everyone who is at the Hub that day.

THERE ARE NO RESTRICTIONS ON FOOD ITEMS BROUGHT INTO THE TEEN CENTER. PLEASE NOTIFY STAFF OF FOOD ALLERGIES SO THAT WE ARE AWARE. PARTICIPANTS MUST BE RESPONSIBLE FOR KNOWING WHAT THEY CAN AND CANNOT EAT AND MONITORING THEMSELVES AS APPROPRIATE.

Staff

Every effort is made to ensure the safety of participants. All staff members are screened during the application process. Background checks are run on all NC Hub staff. Because the Hub staff are mandated reporters we are legally obligated to report any and all suspicion of child abuse or neglect to DCFS. Training in CPR/first aid, mental health crisis response and general safety are regularly required for all Hub staff.

Volunteers

Occasionally volunteers will be present at the Hub to assist staff. Participants are expected to treat them respectfully. All long term volunteers will be screened and background checked.

Behavior Expectations

We are an alcohol, drug, and smoke free environment (including vaping). In addition, the youth over time have established 3 main expectations:

1. Regarding **PDA** (public displays of affection), it makes people feel very uncomfortable and this isn't the place for it.
2. **Clean up after yourself.** You are free to use the kitchen to prepare food, however, it is expected that you will wash, dry and put away any dishes that you use so that others may use them. This includes throwing away your garbage, wrappers, cup, etc.
3. The use of foul language (i.e. swearing) and talking negatively about others either to their face or behind their back is not acceptable. The Hub is a place where teens want to come to get away from judgment and drama.

Please be respectful of the people and facility at the North Country Hub so everyone can enjoy their time together. The NC Hub staff will always do our best to treat you with respect and we expect the same from you. Youth are expected to treat other individuals in the Hub with respect as well. We also expect you to follow staff

instructions. We are happy to discuss with you any confusion, concerns or disagreements regarding these instructions when they are brought up in a respectful manner. Please also remember to respect the rules your parents' have given you.

Safe Space

The NC Hub strives to be a safe place for everyone regardless of age, race, religion, gender or sexual orientation. Bullying will not be tolerated. Please report any bullying that you see or hear about to staff members so that we can address it.

Conflict

Interpersonal conflict is inevitable. While at the NC Hub, we expect you to put aside personal issues with others. It is not necessary to like or interact with everyone but we expect our members to be able to get along with others whether you are inside or outside the facility.

Be Responsible

We expect members to be responsible and follow not only the rules of the NC Hub but their parents' rules as well.

School work

Members are expected to be responsible for getting their school work done. The NC Hub staff is happy to provide space and assistance for school work whenever possible.

Personal Items

Please keep track of your personal items. The Hub cannot be responsible for lost or stolen valuables but we will do everything possible to help you locate anything that has been misplaced.

Health and Safety

Youth at the Hub are expected to attend to the health and safety of themselves and others. This means doing things like washing hands, cooperating with disposal of items that have come into contact with blood and bodily fluids (bandages, pads and tampons, tissues, etc), not spraying perfumes in the Hub and respecting the medical and safety needs of others. We expect all members to avoid engaging in activities with high risk of injury and comply with COVID protocol that has been implemented. The Hub staff does not administer medication (certain exceptions apply) and cannot be responsible for medical care requiring more than first aid. Staff will administer first aid as needed.

Take Care of the Facility

This is a shared space. We expect all members to be careful with the equipment, furniture and supplies. If you bring a guest, you are responsible for ensuring that they do the same.

Use equipment in the manner for which it was intended (No sword fighting with the pool cues or throwing the darts at other people, for example.)

Let us know if you find something in need of repair or accidentally break something.

These things happen but we can't fix it if we don't know it's needed!

Privacy

Private Conversations - If requested, we will not share anything that is disclosed to us with the exception of the following:

- Someone is or is planning to harm you
 - Someone is or is planning to harm someone else
 - You are harming or planning to harm yourself
 - You are harming or planning to harm someone else
- In these cases we are obligated to intervene in some way. We will involve you in the process when disclosing personal information as best we can to protect your privacy. We are here to support you.

Behavioral Procedures

We are always open to discussing the policies, individual behavioral issues and consequences with members and their parents. Our goal at the NC Hub is to come alongside youth and guide them into becoming responsible adults. One way we do this is to teach them how to take responsibility for their actions and accept consequences. We understand it is not necessary for everyone to be friends but we expect everyone to be able to coexist peacefully. Youth attending the Hub are expected to attempt to resolve interpersonal conflicts with others in a manner that allows a safe and comfortable space for everyone. If this is not possible, the Hub staff is available to mediate and help problem solve. In the event of conflict of rules not being followed, the student will be given a chance to make amends for their actions. If the problem persists, we have certified counselors on site that will be available to help youth work through any underlying issues that may be the root of the problem. If behaviours do not improve, the student will be asked to take a 3 day break from the Hub.

Emergencies

Evacuation exit maps will be located throughout the building. Authorities will be called in the event of an emergency situation and students will be kept safe until parents have come to pick them up.

PLEASE NOTIFY US IF THERE IS SOMEONE WHO IS NOT LEGALLY AUTHORIZED TO PICK UP YOUR CHILD. IF THERE IS A SITUATION WHERE A CHILD MAY ONLY BE RELEASED TO AN AUTHORIZED PARENT, THAT PARENT WILL NEED TO COME INTO THE HUB, WITH A PHOTO ID TO PICK UP THEIR CHILD.